
Town of Harwich, Massachusetts

Position Title: Staff Librarian

Department: Library

Statement of Duties

The incumbent oversees technical services and serves as technology coordinator. Coordinates and provides direction on the acquisition, cataloging, and processing of print, audio-visual and electronic materials and online resources. Promotes and provides instruction on the use of electronic resources and maintains Library hardware and software. Provides collection development advice on the selection and utilization of new electronic methods of reaching users and providing content. Regularly assists the Reference and Youth Services Librarians provide services to patrons.

Essential Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Technical Services:

Coordinates and oversees the work of staff members performing acquisition, cataloging and processing of physical items – print, audio-visual and electronic materials – and virtual collection of subscription databases and online resources. Serves as Library’s representative and voting member on the CLAMS Bibliographic Implementation Committee. Relays information on standards and procedures to staff members entering and attaching records in the bibliographic database and ensures compliance. Monitors the quality of the database for compliance with standards and provides additional instruction as necessary.

Collection Development:

Provides regular updates to librarians on emerging technologies and the implications for their assigned areas of responsibility. Evaluations new methods of access and retrieval of information/content and recommends adoption. Assists librarians in evaluating, selecting and utilizing new methods of reaching users and providing content through the use of technology. Recommends new electronic resources such as subscription-based periodical databases and electronic resources, downloadable music, video, audio and e-books.

Instruction & Outreach:

Publicizes the availability of electronic resources through interactions with patrons, online and print media, flyers and brochures, cable television interviews and presentations to community groups. Develops a training program to teach patrons how to use electronic resources and promote their adoption and continue use. Prepares instructional materials for workshops. Provides one-on-one training and group instruction, and trains staff and volunteers to provide additional training. Provides training to staff members on the use of electronic resources and to ensure they can assist patrons with common problems with Internet search, email and word processing programs, saving and transferring files, downloading content such as audio books and resolving error messages and printing problems.

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Maintain Hardware and Software:

Installs, configures and updates hardware and software, including assistive technology and management programs for the public computers and wireless service. Troubleshoots odd behavior; identifies and implements solutions. Evaluations vendors/providers and selects and purchases hardware and software.

Planning:

Keeps abreast of emerging technology and new methods of content delivery by reviewing professional literature and attending meetings, conferences and seminars. Advise librarians of trends related to bibliographic control, technical services, technology and use of electronic resources. Assists the Director to develop and implement a long-range technology plan. Serves as key member of the Long Range Planning Committee, sharing knowledge and expertise, analyzing community needs, current library operations and services, and professional trends. Collaborates to set goals and objectives and develop activities for selected service responses. Implements activities in the Long Range Plan and is responsible for the accomplishment of goals and objectives in his/her areas of responsibility.

Reference and Youth Services:

Regularly provides desk coverage and supplemental services in Reference and Youth Services. Conducts skilled reference interviews to ascertain what information the patron is seeking. Utilizes knowledge of the collection and resources combined with appropriate searching methodologies to respond to reference and reader-s advisory requests and provides guidance to patron on difficult or complex questions. Performs bibliographic searching, including use of the automated catalog, databases of newspaper, magazine and journal articles, and online and electronic resources. May conduct story-time, book groups or other programs for children, youth or adults.

Other functions:

May cover public service desks, shelve materials, shelf-read and shift collections as needed. In the absence of higher-level staff members, assumes charge of the Library. Maintains a calm atmosphere, assures patron and staff safety and responds appropriately to emergencies.

Supervision

Works under the general supervision of the Library Director. Plans and carries out duties and responsibilities independently in accordance with professional standards, Library policies and budgetary limitations. Consults with librarians and Library Director to make them aware of issues and concerns, as appropriate.

Recommended Minimum Qualifications

Education and Experience

Bachelor's degree in Library Science, Technology or the social sciences is preferred, however, a candidate with an equivalent combination of education and experience, including two years of directly related technical services and technology experience in a public library, will be considered.

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Knowledge, Skills and Abilities

This position requires attention to detail and knowledge of library operations, policies and procedures. Knowledge of bibliographic standards, Dewey Decimal System and MARC records format required. The incumbent must have strong computer skills with experience configuring hardware and software for public access workstations and assistive technology. The ability to analyze the technology needs of patrons and staff members and demonstrated experience delivering individual and group training is required. Must be able to work with patrons and staff members of varied backgrounds, ages, and abilities. Skill creating promotional and instructional materials and online content required. Experience with program or project management preferred. Incumbent must have a strong customer service orientation and ability to create a welcoming atmosphere; excellent oral and written communication skills including public speaking ability; and the ability to establish and maintain harmonious interpersonal relationships with patrons and staff.

Tools and Equipment Used

Equipment operated includes Computer, printer, barcode reader, and copy machine, software; fax machine and other general office equipment.

Physical Demand

Minimal physical effort is required to perform administrative, software and training duties; moderate physical effort under typical library conditions is required for tasks involving installation of hardware and equipment, coverage of public desks and collection management and maintenance. Work at the Circulation Desk is characterized by constant moderate physical effort while performing a variety of tasks such as check in and check out. Work at all public service desks involves some sedentary work, interspersed with the need to stand, walk, bend, and reach while lifting materials. Incumbent of this position must be able to bend, squat and work under desks or in tight spaces while installing or troubleshooting hardware. Work in all departments requires the ability to retrieve materials from shelves at heights ranging from floor level to above the shoulder, and shelve and shift materials.

Work Environment

With or without adaptive equipment, the employee must speak and hear well enough to be able to communicate effectively with others and to read printed material. Must be able to push or pull a full cart or bin of books. The employee lifts and moves boxes of books, equipment and furniture weighing up to 30 lbs.

<p>External and Internal applicants, as well as position incumbents who become disabled as defined under the American With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.</p>
